

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-10 19-15-17

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
6	5	1	Fail	1

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a navigation menu is open, highlighting the 'Incidents' option. The main content area shows a table of incidents. The table has columns for Status, Full Name, Queue, Date Last Updated, and Reference #. The incidents listed are all 'Open' and relate to a product not functioning properly. The interface also includes a top bar with the Oracle logo, a search bar, and various action buttons like 'Open', 'New', 'Print', 'Copy', 'Assign', 'Propose', 'Fill Inbox', 'Delete', and 'Bookmark'.

Status	Full Name	Queue	Date Last Updated	Reference #
Open	Minhaj Ameen		08/10/2020 07:13 PM	200810-000042
Open	Minhaj Ameen		08/10/2020 04:51 PM	200810-000036
Open	Minhaj Ameen		08/10/2020 03:28 PM	200810-000030
Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
Open			07/27/2020 05:28 PM	200727-000000
Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076

992 Records

Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass

Navigation

- Home
- Analytics
- Incidents
- My Inbox
- Contacts
- Organizations
- Tasks

Reference #

Open New Print Copy Assign Propose Fill Inbox Delete Bookmark

	Status	Full Name	Queue	Date Last Updated	Reference #
not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 07:13 PM	200810-000042
not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 04:51 PM	200810-000036
not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 03:28 PM	200810-000030
not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076

992 Records

Step No:3

Step Description: Wait

Expected Result: Wait

Actual Result: Expected condition failed: waiting for presence of element located by:
By.xpath:
//div[@class='cke_wysiwyg_div cke_reset cke_enable_context_menu cke_editable cke_editable_themed cke_contents_ltr cke_show_borders']//div[1] (tried for 30 second(s) with 500 milliseconds interval)

Status: Fail

The screenshot displays the Oracle Service Cloud interface. On the left is a navigation menu with options: Home, Analytics, Incidents (selected), Contacts, Organizations, and Tasks. The main area shows a table of incidents with columns: Status, Full Name, Queue, Date Last Updated, and Reference #. The table contains 9 records, all with a status of 'Open' and assigned to 'Minhaj Ameen'. The incident descriptions are mostly 'not functioning properly need help?' and 'how this product works, ab92547 product is not functioning properly'. The dates range from 04/30/2020 to 08/10/2020. At the bottom, it indicates '992 Records'.

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Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
Open			07/27/2020 05:28 PM	200727-000000
Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076

992 Records

